START WITH THE DISCOVERY: IMPROVING THE PROCESS OF COMMUNITY ENGAGEMENT THROUGH APPRECIATIVE INQUIRY

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Presentation Outline

- Introduction
- Water and Health in Limpopo (WHIL) Collaborative
- Problem statement and goal
- How Appreciative Inquiry (AI) can help
- Experience in Limpopo
  - Methodology
  - Results
  - Discussion
- Conclusion and future work
- Acknowledgements

APSLC 2013
Clean water and proper sanitation still a challenge
- 4,500 deaths in children <5 per day
- 72.8M loss in DALYs per day

Motivating students to pursue service-minded careers

Opportunity for experiential, service-learning programs
Water and Health in Limpopo (WHIL) Collaborative

- An international, interdisciplinary collaboration between the University of Virginia (USA) and University of Venda (South Africa) to understand and improve water and health services in Limpopo Province, SA

- Paired UVA-UNIVEN student teams working under faculty advisors to address these problems from a research and service perspective
Specific scope to water supply...

- Focus is limited to the water supply and filtration
- Working with the villages of Tshapasha and Tshibvumo
- Methodology: Capacity Factors Analysis
- Service-learning group: primarily engineers

<table>
<thead>
<tr>
<th>Rank</th>
<th>Cause of death</th>
<th>YLLs</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>HIV/AIDS</td>
<td>384,989</td>
<td>33.4</td>
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<tr>
<td>2</td>
<td>Diarrheal diseases</td>
<td>82,746</td>
<td>7.2</td>
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<tr>
<td>3</td>
<td>Homicide/Violence</td>
<td>65,490</td>
<td>5.7</td>
</tr>
<tr>
<td>4</td>
<td>Lower respiratory infections</td>
<td>59,020</td>
<td>5.1</td>
</tr>
<tr>
<td>5</td>
<td>Tuberculosis</td>
<td>39,890</td>
<td>3.5</td>
</tr>
</tbody>
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Capacity Factors Analysis

- CFA is a localized, technology-recommendation tool for WASAN needs
  - Previous applications
    - MSS in Morocco
    - WASAN in Cimahi, Indonesia
    - DWS in Nalgonda, India
Capacity Factors Analysis

- **Issues:**
  - Analysis typically depends on expert feedback
  - Passive communal participation
  - No consistent way to talk to different stakeholder groups
  - Hurdle with building trust, gaining honest feedback
Problem Statement → Goal

- Lack of localized information
- Lack of communal participation:
  - Survey inaccuracies, breakdown in assumptions
  - Failure of system is installed due to lack of operation and maintenance

Goal:
- Investigate whether the appreciative inquiry process may help
  - Increased communal empowerment
  - Better feedback from surveyed members
- Compare to initial assessment from 2010
Appreciative Inquiry

**Discovery**: Identify and share strengths

**Dream**: Envision and share ideal community

**Design**: Prioritize and plan envisioned ideas

**Destiny**: Implementation of priority ideas
Appreciative Inquiry

- Needs assessment focusing on strengths of a community
- Vision of the future influences action
- Human communication yields creation & transformation of reality
Appreciative Inquiry

- Identification of community capacity
- Produces culturally relevant, contextualized approaches in collaboration with stakeholders
Methodology

- Self selection of 9 community groups:
  - Water
  - Home-based Care
  - Young Women
  - Young Men
  - Elderly Women
  - Business
  - Builders
  - Agriculture
  - Teachers

APSLC 2013
Methodology

- Move through Discovery, Dream, Design, Destiny phases

- 1st meeting:
  - Discovering current strengths, resources
  - Dream of ideal community
2nd meeting:

- Determine responsibility acceptance
- Design plans for implementation
Methodology

- Community meeting for sharing of ideas & listing of priorities
- Post-meetings interview
Results

- Each group developed goal projects to help attain ideal community

- Community discussion and voting led to community priorities:
  1. Improved water access
  2. Agriculture – community farm
  3. Marketplace – commerce
  4. Crèche (preschool)
  5. Assisting home-based care workers
Group leaders felt involved, listened to, & confident in changing their community
What do these results mean?

1. Water has LOTS of uses:
   - Domestic: drinking, cooking, bathing, laundry
   - Economic: agriculture, washing cars
What do these results mean?

2. Comparing the initial assessment to now:
   - Filtration first, ramp up supply after.
   - AI: Supply and distribution most important.
What do these results mean?

3. Immediate capacity assessment and feedback
   - Working within community’s parameters and plans to provide immediate recs
   - Division of labor within the self-selected groups
   - Enumeration of ideas and prioritization for the future
What do these results mean?

4. Group leaders → community leaders
Conclusion

- AI process may be used as a survey method to supplement the CFA tool.
- AI helped in identifying Tshapasha’s expressed needs and expressed priorities.
  - Working with these needs means higher ownership.
  - Provided for means for immediate feedback.
Future Work

- Address water supply needs (Summer 2013)
- Improve HBC (CNL Program)
- UNIVEN expertise to help with groups:
  - Agricultural techniques for agriculture group
  - Marketing and financial help for business group
Acknowledgements

Centers and Programs:
- Center for Global Health
- Community-Based Undergraduate Research Program
- School of Engineering and Applied Sciences and School of Nursing, UVa.
- Water and Health in Limpopo Research Collaborative
- University of Venda

Individuals:
- Professor Anita Thompson-Heisterman (Nursing)
- Professor Garrick Louis (SEAS)
- Professor Vhonani Netshandama (UNIVEN)
- Chief Hendricks and Alphonse

OUR TEAM
- UNIVEN: Elly Mboneni, Kwathiso Netshifhefhe, Vusizi Foster, Siaruli Styles, Walter
- UVA: Joseph Eldredge, Mariam Awad, and Alice Bradshaw